



New with In State Transfers

With this last hot fix that was completed on March 8, 2019 for KWIC, a new feature was added for In State transfers. When you now complete an In State transfer on a client or group, all of the Contact History will carry over for the client(s). This includes their Documents Printed section as well. Prior to March 8, 2019, KWIC did not carry over all of this information when an In State transfer was completed.

Below is a screenshot from a client in our UAT environment that we used for testing this function. You can see that the client was transferred in from Gove into Olathe and that all of the Client Contact and Documents Printed information carried over when the transfer was completed.

Contact History

Notices

From Date

00/00/0000

15

To Date

00/00/0000

15

Find

Currently Viewing: All contacts for client.

Client Contacts

Date/Time	Contact Description	Staff Person	Location
03/08/2019 10:44 AM	Switch Families	Ashley Warren	Olathe WIC Clinic-Johnson Co
03/08/2019 10:44 AM	Transfer From In State	Ashley Warren	Olathe WIC Clinic-Johnson Co
09/10/2018 09:15 AM	Rights and Responsibilities	Kathleen Eilert	Gove County WIC Clinic
09/10/2018 09:08 AM	eWIC Benefits	Kathleen Eilert	Gove County WIC Clinic
09/10/2018 09:07 AM	Assign Food Package	Kathleen Eilert	Gove County WIC Clinic
07/09/2018 09:51 AM	eWIC Benefits	Cheryl Goetz	Gove County WIC Clinic
07/09/2018 09:51 AM	Assign Food Package	Cheryl Goetz	Gove County WIC Clinic
07/09/2018 09:50 AM	Tailor Food Package	Cheryl Goetz	Gove County WIC Clinic

Documents Printed

Date/Time	Document	Staff Person	Location	Signature
09/10/2018 09:19 AM	Appointment Notice Letter	Kathleen Eilert	Gove County WIC Clinic	
09/10/2018 09:15 AM	Rights and Responsibilities	Kathleen Eilert	Gove County WIC Clinic	Electronic
07/09/2018 10:13 AM	Appointment Notice Letter	Cheryl Goetz	Gove County WIC Clinic	
07/09/2018 09:13 AM	Sign For Cards	Kathleen Eilert	Gove County WIC Clinic	Electronic
07/09/2018 09:11 AM	Rights and Responsibilities	Kathleen Eilert	Gove County WIC Clinic	Electronic
04/09/2018 09:09 AM	Sign for Checks	Kathleen Eilert	Gove County WIC Clinic	Electronic
04/09/2018 09:07 AM	End of Eligibility Notification	Kathleen Eilert	Gove County WIC Clinic	
01/08/2018 09:46 AM	Appointment Notice Letter	Deb Aton	Gove County WIC Clinic	





March 2019

Reminder-Retailor Known Issue

With Release 4.1, there was an issue that was discovered with Retailor that is on the Known Issues list that was sent out prior to the release of 4.1. Please make sure to keep this known issue in mind when using Retailor as it has caused some confusion lately.

TFS# 12540 There is an issue in the system when a Retailor is done to add food that already existed in the original issuance. If you tailored the original food package and the client redeemed the tailored food item(s) and the client would like more of the tailored item(s), even though the food package would allow it normally, the system unfortunately will not allow it due to this issue.

For example, if you tailor the food package and the client has 4 half gallons of Lactose free 1%/Fat Free milk and 4 half gallons of Soy milk. This would be part of the original issuance. If the client then redeems all 4 half gallons of Soy milk and comes back in and would like to Retailor the 4 half gallons of Lactose free 1%/Fat Free milk for 4 more half gallons of Soy milk, the system will not be able to do this.

Prior to completing the Retailor, make sure you know what food item(s) the client wants to change to and make sure it is not an increase of the original issuance. If it was, contact the KWIC Helpdesk if a Retailor must be done to add more of an existing food.

This will occur for any food basket that you can tailor for originally and then still “tailor” again for the same item after the redemption has been made, not just for milk products. Another example would be that client has peanut butter in their original issuance, redeems the container of peanut butter and then comes back in and would like to have the cans of beans that are also part of their food package retailored for more peanut butter instead. This will not work at this time if you try to do it because the peanut butter was part of the original issuance.

We are hoping to have this known issue fixed in the next release come September/October 2019, but until then, please make sure to keep this in mind and contact the KWIC Helpdesk if you run into this situation **prior** to trying to complete the Retailor.

